CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B701) MEDIA SERVICES CENTER (MSC) INTEGRATED SYSTEM SUPPORT

   TA No: SLA002-Rev11
   Task Area Monitor: **Alternate Task Area Monitor:**
   NASA POC: **Software Control Class:**   Low Control
   Type of Task: Non-Recurring Task

2. **BACKGROUND**

   The MSC consists of a heterogeneous, dual-homing network of Macintosh, PC, and Unix workstations, PC and Mac laptops, and file server computer systems in Buildings 1194, 1152, and 1268. These systems incorporate peripheral equipment such as large format printers and plotters, high speed duplicating machines, electronic cameras, high resolution film scanners, large format film and print scanners, film recorders, color printers, etc. Within the Electronic Photography Lab (EPL) are subsystems for automating tasks, databasing archive information, and exporting information to external databasing systems (STILAS) and to the web (LISAR).

   Software includes various graphics, data base, and programming packages such as Photoshop, Illustrator, Color Flow profiling tools, Raster Plus, 4 D, 4D Compiler, 4D Insider, 4D Client Data Check, 4D Customizer, Bbedit, Sanity Check FileMakerPro, OMNIS Developer, Code Warrior, Debabelizer, etc.

   On-site system administration for hardware and software is required to maintain network security and resource availability for NASA personnel and contractors.

3. **OBJECTIVE**

   The objective of this task is to provide system administration support for the Media Services Branch's Electronic Photography Lab, Graphics, Media Concepts, Print and Reproduction, Technical Editing, and Video areas.

4. **GENERAL IT SUPPORT SERVICES**

   Services Specified Through Exhibit A:
   Services will include: System Administration, IT Security Administration, Hardware Maintenance, System Software Maintenance, Applications Management, Customer Support, and IT Consultation.

   Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required general IT support services.

The service of IT Security Administration shall be provided for those ¿general support systems¿ (see NPG 2810.1) for which the box indicating ¿IT Security Administration Required¿ is checked in Exhibit A. The level of security shall be consistent with the information category identified for each such system.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Maintenance (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Maintenance of Software Developed By or For LaRC:
Software Identification: Photographic Work Control and Image Management System

Software Description: The Photographic Work Control and Image Management System is a server based database system serving as a tool for managing workflow, managing images, and producing statistical reports.

Software Class: Minimal Control

Level of Maintenance: Modify to fix problems and to make enhancements

LaRC Software Manager:

Software Identification: Image processing and production system

Software Description: The Image processing and production system is an internally developed digital image production system using: OMNIS software on Mac G4 server machines; and Small unique programs written in Pascal, C++, OMNIS, JAVA and Apple scripts on Mac G3 and Mac G4 work stations.

Software Class: Minimal Control

Level of Maintenance: Modify to fix problems and to make enhancements

LaRC Software Manager:

Software Identification: Print and Reproduction, Technical Editing, Video, and Graphics Work Control

Software Description: The Print and Reproduction, Technical Editing, Video, and Graphics Work System is a combination of internally developed databases using 4D software on a Mac G3 computer operating as a server. It serves as a tool for managing workflow, and producing statistical reports.

Software Class: Minimal Control

<u>Level of Maintenance:</u> Modify to fix problems and to make enhancements

<u>LaRC Software Manager:</u>

<u>Software Identification:</u> Printing and Reproduction Document Submission and Retrieval control system

<u>Software Description:</u> The Printing and Reproduction Document Submission and Retrieval system is an integrating program providing control of document files to be submitted and processed by Xerox Docuteck High Speed Duplicators using Xerox XDS and Xerox Document Submission/Retrieval software on Mac, Unix and PC computers. It serves as a tool for managing workflow, and producing statistical reports.

<u>Software Class:</u> Minimal Control

<u>Level of Maintenance:</u> Modify to fix problems and to make enhancements

<u>LaRC Software Manager:</u>

<u>Maintenance Plan:</u> The contractor shall prepare, keep current, and follow a maintenance plan for the above software to comply with the maintenance process and maintenance plan requirements given in Section 4.5.2 b) of the ConITS Statement of Work (SOW). The maintenance plan shall be delivered within two weeks following receipt of this TA.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 of the SOW for all General IT Support Services.

The Contractor shall provide requirements analysis and advice pertaining to modifications being considered for existing systems and to new systems that may be considered.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts, initial diagnosis of problems or failures shall be conducted by the Contractor, and the maintenance contractor shall be contacted by the Contractor for problem resolution.

Hardware maintenance shall not include acquisition of replacement parts or service agreements for any government owned equipment. However, the Contractor shall obtain quotes for replacement parts from vendor or third party sources and provide them to the NASA Technical Area Monitor (TAM) for procurement. After parts are procured, the Contractor shall install them in the designated equipment after approval by the TAM.

Contractor shall assist the Government in coordination of construction of new facilities and relocation of computer equipment.

Contractor personnel will be located on-site in the MSC office areas. Computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations will be monitored during normal working hours and problems will be reported to designated persons who will respond and initiate correction of the problem.

For the work control data bases in EPL and MSC, maintenance includes modifications to the database required to remain up to date with respect to fields and data required due to ever-changing production and organizational environments. Conventional products are disappearing and are being replaced by electronic products.

General IT Support Services Performance Metrics

<u>Performance Standard</u>: Inventory of equipment and software is up-to-date and accurate.

<u>Performance Metrics</u>:

> Exceeds: ¿Meets¿ and semi-annual audit finds no deviations from the actual configuration; or improvements have been made to the configuration management system.

> Meets: Data format is satisfactory, semi-annual audit finds only minor deviations from actual configuration. The tracking log is up-to-date.

> Fails: Any of the requirements of this subsection that are not satisfied.

<u>Performance Standard</u>: The systems to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions.

<u>Performance Metrics</u>:

> Exceeds: ¿Meets¿ and significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has been significantly mitigated by system administrator actions.

> Meets: Daily tuning of systems is performed. Response to problems during prime shift is within two hours of notification. Trouble reporting system is kept current and daily follow up of problem resolution is carried out. Users are kept informed.

> Fails: Any of the requirements of this subsection are not satisfied.

<u>Performance Standard</u>: Required documentation is complete, understandable and up-to-date.

<u>Performance Metrics</u>:

> Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation.

> Meets: Documentation is complete with only minor errors noted.

> Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the systems.

<u>Performance Standard</u>: The security of systems and data that fall under this TA is ensured.

<u>Performance Metrics</u>:

> Exceeds: The system meets the baseline IT security requirements for an information category with more stringent requirements than the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business

of the day that the requirement for an account is terminated.

Meets: All baseline IT security requirements for the information category are either met or have a waiver for noncompliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC IT Security Manager as soon as possible after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for noncompliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager.

<u>Performance Standard</u>: The systems to which these services apply are kept up-to-date with minimum disruption in availability.

<u>Performance Metrics</u>:

Exceeds: All requests or notifications of updates, upgrades or configuration changes are installed on schedule and without disruption; or ¿meets¿ and improvements to systems are recommended and adopted.

Meets: All notifications of updates or upgrades are installed with minor delays and disruptions.

Fails: Any of the requirements of this subsection are not satisfied.

<u>Performance Standard</u>: The systems software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

<u>Performance Metrics</u>:

Exceeds: ¿Meets¿ and anomalies or inefficiencies are recognized and reported to the vendor or the availability of superior software is recognized and reported to the line manager.

Meets: Software upgrades are installed and fully operational within five days of receipt (or approval, if later) with no loss of data.

Fails: Any of the requirements of this subsection are not satisfied.

<u>Performance Standard</u>: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given.

<u>Performance Metrics</u>:

Exceeds: ¿Meets¿ and customers rate service as very good to excellent.

Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory.

Performance Standard: Consultation meets customer needs and training provided meets student needs. Required reports are accurate and complete.

Performance Metrics:

Exceeds: Consultation and reports go beyond customer needs and are considered expert. Students rate teaching proficiency as very good or excellent. Training recommendations are made and adopted.

Meets: Consultation and reports address requirements adequately. Training schedules are met. Students rate teaching proficiency as satisfactory or better.

Fails: Any of the requirements of this subsection are not met or students rate teaching proficiency as unsatisfactory.

Performance Standard: All systems to which these services apply are maintained to OEM standards. Upon failure, they are repaired to minimize the disruption of capability. The integrity and security of data is maintained.

Performance Metrics:

Exceeds: ¿Meets¿ and incipient failures are recognized and acted upon; or repairs are accomplished ahead of schedule.

Meets: Equipment failures are identified within two hours of occurrence (or beginning of first prime shift following occurrence) and satisfactory repairs are affected on the schedule agreed to by the Contractor and line manager before the repair is initiated. Data is restored to status of the last available back-up.

Fails: Any of the requirements of this subsection are not satisfied.

5. **SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

6. **WORK-AREA SPECIFIC SERVICES**

Work Area Title: Electronic Photography Lab

LaRC Manager:

Work Area Description: The L&MSB Electronic Photography Lab (EPL) consists of a heterogeneous, dual-homing network of Macintosh workstations, Unix workstations, PC and Mac laptops, and servers incorporating peripheral equipment such as electronic cameras, high resolution film scanners, large format film and Print scanners, color printers, etc.

Work Area Requirements: Maintain and upgrade as appropriate the internal computer network to maintain efficiency for routinely transferring large image files that are usually 40MB to 80MB in size.

Provide assistance as appropriate to the NASA L&MSB Photographers in preparation and execution of tasks requiring digital cameras, laptop computers, software, and miscellaneous peripheral equipment under research conditions at the LaRC.

Installation Accountable Equipment:
Access will be provided to cameras, computers, laptop computers, software, and miscellaneous peripheral equipment as required.

Operations Plan: The contractor shall prepare, keep current, and follow an operations plan for this work area to comply with the operations process and operations plan requirements given in Task Assignment #1. This plan shall be delivered within 2 weeks following receipt of this TA.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly on the first Tuesday of each month. The following persons or their alternates are required to attend; The NASA technical monitors and Contractor personnel assigned to task. Technical performance, timeliness and cost will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/01 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50%   Timeliness: 50%

13. RESPONSE REQUIREMENTS

The contractor's Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

Others1